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PATENT**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicants: James Neal Richter, et al.)
Serial No.: 09/751,934)
Filed: December 29, 2000)
Title: AUTOMATED ADAPTIVE)
CLASSIFICATION SYSTEM FOR)
BAYESIAN KNOWLEDGE)
NETWORKS)

Attorney Docket No. RNOT.80303

Examiner: Te Y. Chen

Art Unit No.: 2171

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Technology Center 2100

CERTIFICATE OF MAILING
37 C.F.R. 1.8

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4.21.03Wendy RichterSignatureDate**TERMINAL DISCLAIMER TO OBLIGATE A DOUBLE
PATENTING REJECTION OVER A PRIOR PATENT**

RightNow Technologies, Inc., the owner of 100 percent interest in the instant application, by virtue of an Assignment from all of the inventors thereof executed on January 9, 2000, respectively, recorded on February 20, 2001, at Reel 011546, Frame 0844, hereby disclaims, except as provided below, the terminal part of the statutory term of any patent granted on the instant application, which would extend beyond the expiration date of the full statutory term defined in 35 U.S.C. §§ 154 to 156 and 173, as presently shortened by any terminal disclaimer, of any Patent, which issue from application Serial No. 09/549,568. The owner hereby agrees that any patent so granted on the instant application shall be enforceable only for and during such period that it and said patent issuing from U.S. Patent Application No. 09/549,568 are commonly owned. This Agreement runs with any patent granted on the instant application and is binding upon the grantee, its successors or assigns.

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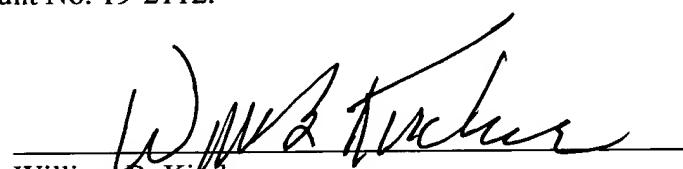
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Enclosed is a check in the amount of \$110.00, the fee associated with filing a Terminal Disclaimer.

The Commissioner is hereby authorized to charge Deposit Account No. 19-2112 in the event any additional amount is owed, the Commissioner is also authorized to charge such, or credit any overpayment, to Deposit Account No. 19-2112.

4/21/2003

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